

APPENDIX F

BIBLIOGRAPHY

1. General. This is a listing from various agencies and groups that found these additional resources to be helpful. It is meant to be merely a start for your program. You will be able to find many additional materials and should take the time to update this reference listing.

You are encouraged to look for materials that meet the needs of your individual and unique volunteer programs. Many local, state and national organizations have excellent resources upon which you can draw. If you have a specific user group, volunteer, or unique issue, there is probably a support group that can assist you with reference materials.

For example, you may have a volunteer interested in researching a famous person that resided on what is now Corps of Engineers property. Local libraries, historical clubs and groups, state library, Sons and Daughters of The American Revolution, Mormon Library in Utah, or personal contacts, all may have reference materials that would assist in this pursuit. Make sure you update your bibliography with that information. As with the entire Volunteer Coordinator's Handbook, you are encouraged to individualize it to meet your needs.

This bibliography contains sources of information for volunteers and volunteer coordinators alike. To assist you in eliminating those references that are not applicable at this time, a brief description of the item is included. There are several references that would apply to general self development, management proficiency and leadership skills.

2. Locating References. Sometimes the greatest effort in using reference materials is simply locating them. In order to assist you, the individual listings marked "*" can be purchased from: Volunteer Readership, 1111 North 19th Street, Suite 500, Arlington, VA 22209. They accept federal purchase orders. Of course local and college libraries would be great places to gather many of these references.

3. Reference Listing.

A Communication Manual for Nonprofit Organizations by Lucille A. Maddalena. AMACOM, New York City, N.Y., 1978.

Down to earth readable guide to the theory and practice of communicating, not only to people outside your organization, but to those within as well.

A New Competitive Edge: A Special Report to Senior Corporate Management, 1986.

* Adapted from the full length "Volunteers from the Workplace", this special report presents the rationale for business to become involved in employee volunteering, including responding to workers' concerns, increasing workers' skills, responding to public expectations, demonstrating corporate moral leadership, providing executive leadership.

A New Competitive Edge: Volunteers from the Workplace by Cynthia Vizza, Kenn Allen, Shirley Keller, 1986.

* The most comprehensive information available on the rationale for and benefits of employee volunteer programs. Findings from the 1985 Workplace in the Community national survey reinforce basic concepts and illustrate the variety of strategies undertaken by businesses to encourage and support worker involvement in the community. Presents persuasive arguments for workplace volunteer programs, information on how programs are structured and administered, partnerships between the private sector and the community, organized labor's role in voluntary community involvement and small business volunteering. Includes profiles of 15 companies.

At The Heart: The New Volunteer Challenge to Community Agencies by Nora Silver, Ph.D., 1989.

* Bringing the reader up to date on current volunteer issues, this book provides help in adapting a volunteer program to today's volunteer and the changing non-profit world. It presents a step-by-step program assessment process, explains factors that influence an agency's ability to utilize volunteers and gives volunteer administrators useful management strategies and tools. Based on the 20 month "Promoting Agency/Volunteer Effectiveness" PAVE study.

Basic Feedback System: A Self Assessment Process for Volunteer Programs by Bobette W. Reigel, 1977.

* A structured self assessment process designed for volunteer programs, "Basic Feedback" offers a process of gauging the function, performance, commitment and satisfaction levels of those involved with a volunteer program. Allows you to identify small problems as they emerge and take action to resolve them. Includes ready to use checklists and simple usage and scoring instructions.

Basic Volunteer Management: Building a Bridge from Dreams to Reality

* This 1/2" VHS video cassette tape is a basic course in volunteer management. It covers a wealth of information including current trends in volunteering. It provides invaluable information on planning and organizing volunteer programs; recruiting, interviewing, motivating and placing volunteers; training and directing them; evaluating volunteer programs; creating a positive climate for volunteers; and volunteer reorganization. The video comes with audience handouts, suggested introductory remarks, training tips and a bibliography.

Beyond Banquets, Plaques and Pins: Creative Ways to Recognize Volunteers & Staff! by Sue Vineyard, 1981.

* Written from the viewpoint that the people to be recognized are our most priceless resource and deserving of our most creative and sensitive thinking, this book discusses what recognition is and is not. It is an excellent overview of creative low-cost and no-cost ways to recognize volunteers with special attention given to youth, seniors, working volunteers and hospital and church volunteers.

Building Credibility with the Powers That Be: A Practical Guide to Enhanced Personal, Program and Organizational Power by Gail Moore and Marilyn MacKenzie, 1990.

* Designed for volunteer administrators and executive directors, this book tells the reader how to gain respect and credibility within the organization and in the broader community. It provides models and how-to information on effectively gaining the resources necessary to do the job.

By the People: The History of America as Volunteers by Susan J. Ellis and Katherine Noyes. Energize, Philadelphia, PA., 1990.

* This history of volunteering in the United States demonstrates how volunteers have pioneered community action and social change through three centuries of American life. It examines the unique historical role of volunteers in the creation and management of our nation's institutions, chronicles the variety of activities in which today's volunteers participate and explores the future of volunteerism.

Children As Volunteers by Susan J. Ellis, Editor with Katherine H. Noyes, Trina Tracy and Lawrence Wallace, 1983.

* Designed both for leaders of volunteer programs and leaders of children, this book focuses on how to adapt volunteer management principles to work effectively with children as volunteers. Going beyond involving children in large events, the book presents a myriad of ideas on how to involve children creatively and how to solicit and use their input.

Communications: A positive Message from You by Trudy R. Seita, 1989.

* This excellent guide to improving personal communications skills provides tips on meeting people, interviewing and being interviewed, listening, speaking in public and developing effective written communications. One chapter is devoted to the basics of working with the media.

Constructive Conflict by Elaine Yarborough, 1988.

* A guide to making conflict work for you, and turning it from a negative into a potentially positive situation. The author demonstrates sources and types of conflict situations and gives practical advice on the value of conflict and methods for getting productive results from conflict situations. This paper shows you how to use conflict, not be intimidated or dominated by it.

Curing Terminal Niceness: Building Healthy Volunteer/Staff Relationships by Marilyn MacKenzie, 1990.

* The author describes how to build a productive partnership between volunteers and staff ie., recognize the differences, celebrate their unique contributions, skills and achievements and offers practical tips on making partnerships happen in your agency. Includes checklists and work sheets.

Customer Service in a Non-Profit Organization by Jim Temme, 1989.

* This book outlines the importance of an organization's service to its consumers, relating service to its consumers, relating service to marketing and selling, and guides the reader through the service assessment process. Statistics quoted by the author reflect the importance of maintaining a satisfied client base for any nonprofit.

Dealing with Difficult Volunteers by Marilyn MacKenzie, 1988.

* A how to for solving the problem of the troubled or troublesome volunteer. MacKenzie analyzes the types and causes of difficult volunteers and offers practical advice on both avoiding and dealing with problem volunteers. This paper also contains a section on firing volunteers.

Designing Programs for the Volunteer Sector by Nancy Macduff, 1989.

* Designed for anyone who is charged with developing and planning a program, this book outlines the process that answers the basic program planning questions and provides a system for organizing planning in the volunteer community. It walks the reader through five steps: conducting a needs assessment, establishing objectives, selecting activities and techniques, administrative planning and budgeting, and evaluating the outcome.

Developing Your Leadership Potential by Rick Lynch, 1988.

* This book defines the major skills and behaviors of successful leaders and describes simple strategies for acquiring them. Subjects include defining a sense of purpose, promoting organizational values, creating a system through which results can be achieved, creating motivation.

Effective Leadership in Voluntary Organizations by Brian O'Connell. Walker & Company, New York City, N.Y., 1981.

Down to earth handbook provides specific guidelines on topics such as fulfilling the role of organization president, the distinction between volunteers' roles and function of staff, planning and fund raising.

Effective Management by Marlene Wilson. Volunteer Management Associates, Boulder, CO., 1976.

A classic in the field. Discusses management practices, leadership, motivation, organizational climate, planning and evaluation, etc. and applies them to the tasks that confront the volunteer program manager.

Essential Volunteer Management by Steve McCurley and Rick Lynch. 1989.

Intended for those who are in the process of developing a volunteer program or for those who have one that is not working well, this book is a basic text on operating a volunteer program. It provides an excellent, readable guide to effective volunteer management from planning for a volunteer program, creating volunteer jobs and recruitment to screening, training and empowering volunteers through supervising, retaining and recognizing an organization's volunteers. One chapter is devoted to volunteer-staff relations,. A must for any volunteer program director's library shelf.

Evaluating Volunteers, Programs and Events by Sue Vineyard, 1988.

* This guide helps the reader understand evaluation and how to use it as a positive tool for growth and success. It includes sections on evaluating volunteers, programs and events. Sample forms.

Exploring Volunteer Space: The Recruiting of a Nation by Ivan H. Scheier, 1980.

* This book presents a journey through exciting, creative variations of volunteer involvement that create a vast potential for recruiting people in terms of their natural helping styles.

Fostering Volunteer Programs in the Public Sector by Jeffrey L. Brudney, 1990.

* Book shows how private citizens and public agencies can work together to provide a broad spectrum of public services. Author describes effective methods for managing volunteer programs sponsored by public agencies and demonstrates how they can enhance the quality and impact of government service. The book includes sections on understanding public sector volunteer programs; building effective volunteer programs; and promoting voluntary efforts.

From the Top Down: The Executive Role in Volunteer Program Success by Susan J. Ellis, 1986.

* A must for executives of volunteer involving organizations, this book addresses management issues related to volunteers such as establishing policy for and about volunteers, budget funds and other resources, selecting volunteer program staff, the volunteer/salaried staff relationship, assuring teamwork between volunteers and employees, legal concerns, valuing and accounting for volunteer time and demonstrating commitment to volunteers.

Getting Out of Your Own Way: How to Achieve Success in Life by Rick Lynch, 1989.

* Based on the premise that most of us do not succeed as well as we might has more to do with ourselves than outside forces, this book includes strategies to enable you to take control of your life and break free of internal roadblocks. It includes sections on setting powerful priorities, gaining dramatic efficiency, the self image barrier, expanding the self image, developing success habits and personal strategic planning.

Good Deeds in Old Age: Volunteering by the New Leisure Class by Susan Maisel Chambre', 1987.

* A must for the administrator of any program involving older volunteers, "Good Deeds" discusses the role volunteering plays in older people's lives; widowhood, retirement and volunteering; volunteering in relationship to the older person's need to join and to improve life satisfaction. Based on solid research, the book contains numerous charts and graphs. Index.

Helping People Volunteer by Judy Rauner. Marlborough Publications, San Diego, CA., 1980.

A practical guide for total volunteer program planning. It includes work sheets and material which can be directly integrated into training sessions, as well as information on planning, job development, recruitment, orientation, interviewing and placement, supervision, record keeping and evaluation.

How to Be An Outstanding Speaker: Eight Secrets to Speaking Success by John L. Dutton, 1986.

* As the author says, "The trick in giving a speech is not to get it said. But to get it heard." This book provides a step-by-step approach with usable and practical suggestions for mastering the task of public speaking. Today's successful professional will find this book a valuable resource.

How to Get the Most Out of Being a Volunteer: Skills for Leadership by Emily Kittle Kimball. Jordan Press, Phoenix, Arizona., 1980.

Leadership handbook specifically designed for the community volunteer. Covers leadership styles, meeting skills, group process skills, motivation communication, problem solving, and time management.

How to Make Meetings Work written by Doyle and Straus. Referred by U.S. Forest Service, Targhee National Forest, P.O. Box 208, St. Anthony, ID 83445.

This book explains how to deal with individuals and analyzes 16 types of problem people at meetings.

How to Take Care of You... So You Can Take Care of Others by Sue Vineyard. 1987.

* Written from the deeply personal perspective of one of the volunteer world's most respected authors and trainers, this book gives both preventive measures and self care tips to any caring person. Based on the author's own journey toward better health and wellness after a close brush with death, the book includes dealing with change, coping with stress, emotional health and gaining balance in life. Bibliography and suggested readings.

How to Use the Media by Patricia Warden. National Recreation and Park Association, October 5, 1977 Conference, Las Vegas, Nevada. "The Message -- What Medium?"

A beginner's manual on how to work with the mass media. Information on press releases, press conferences, and public service announcements. Management Principles for Nonprofit Agencies and Organizations published by AMACOM.

This comprehensive handbook for nonprofit administrators and managers will help you develop clear objectives and goals, established priorities, stay on course despite changes or setbacks, develop a clear view of strengths and weaknesses, and get extraordinary performance from ordinary people.

Involving the Handicapped as Volunteers: A Guidebook, 1984.

* Designed for those interested in helping the handicapped become self sufficient, the workbook contains work sheets, checklists and a complete resource listing for those who work

with handicapped students. Based on the results of VOLUNTEER's three year demonstration project that involved physically disabled high school students as volunteers, it puts the process of volunteer management into the context of the needs of the handicapped.

Leadership Skills for the New Age of Non Profits: Keeping Volunteers Happy in a Changing World by Trudy Seita, 1990.

* A book that could change the way you recruit, manage and retain volunteers and paid staff. It examines society in the '90s and discusses trends affecting the volunteer workforce. Outlining leadership skills necessary to deal with these changing times, the author includes information on developing a team approach, preparing staff, internal advocacy, recognition, evaluation, communications, delegation, crisis management, empowering, balance and much more.

Lightgivers by The Linkage Group, Inc., 1987.

* This collection of illustrated prose, poems and quotes about volunteers makes an excellent gift to a special volunteer. The inspirational material is also a good resource as you prepare your organization's newsletters and printed materials.

Making Things Happen: The Guide for Members of Volunteer Organizations written by Joan Wolfe, 1981

Will explain how to make the volunteer experience more enjoyable as well as more effective.

Managing Volunteers for Results by Audrey Richards. Public Management Institute (formerly, Institute for Fund Raising), San Francisco, CA, 1978.

A series of checklists covering various aspects of running a volunteer program. The checklists are clear and comprehensive and include: Volunteer manager skills inventory, assessing your organization's readiness for volunteers, running meetings, decision making and problem solving, planning presentations, training, recruitment, and placement, motivation, communication, volunteer role definition and much more.

Marketing Magic for Volunteer Programs by Sue Vineyard, 1984.

* Four steps to get what and whom you need...practical, easy, caring and effective, by one of the most popular trainers and authors in the field today. She writes, "Marketing is neither mysterious hype nor hard...It's simply the magic tool that gets you what you need!" Now she helps the volunteer community put this tool to work for itself in easy to follow steps.

Meaning Well is Not Enough: Perspectives on Volunteering by Jane Mallory Park, 1983.

* The author shares her insight about what volunteering is, why people volunteer and why they don't, what makes volunteer programs succeed or fail, and why volunteering is essential in our society. Chapter resource sections and bibliographies.

Motivating Volunteers, edited by Larry F. Moore, 1985.

* Finds out what prompts a volunteer to get involved. This is a comprehensive look at what prompts a volunteer to get involved and at how an agency can make that investment of time a profitable and rewarding one. A must for every volunteer administrator!

No Excuses: The Team Approach to Volunteer Management by Susan J. Ellis and Katherine H. Noyes. Energize, Philadelphia, PA., 1981.

* Designed for the organization that does not have a full time volunteer coordinator, this book is a handy tool for the person who has several job responsibilities, only one of which is managing the organization's volunteer resources. Offers one way to cope successfully with the demands of volunteer management by recruiting a team of assistants from inside the organization and from the surrounding community. Outlines what directing volunteers really entails, who can help with what, and how to coordinate and supervise delegated work.

101 Ideas for Volunteer Programs by Steve McCurly and Sue Vineyard, 1986.

* This book of lists combines the wit, wisdom and experience of two of the most respected leaders in the field of volunteerism. The nearly 1,000 ideas presented offer creative, useful and effective ways to plan and administer volunteer programs.

101 Tips for Volunteer Recruitment by Sue Vineyard and Steve McCurley, 1988.

* This is the latest book in the best selling "101" series. "101 Tips" covers all aspects of recruiting volunteers, from planning the general recruitment campaign to specific tips for recruiting seniors and youths. It even suggests ways to recruit for the most impossible or difficult volunteer positions. A complete and informative guidebook to finding the volunteers you need in the quantities you have to have.

Precision Management by Rick Lynch, 1985.

* A tool to unlock the growth potential of your organization. The impact? More results in less time from fewer people with more satisfaction for all! Includes immediately helpful chapters on hiring personnel, evaluation, motivation, time management, teamwork and achieving personal potential.

Proof Positive: Developing Significant Volunteer Record keeping Systems by Susan J. Ellis and Katherine H. Noyes, 1990.

* Based on the premise that each volunteer program is unique this presents the basic elements of a record keeping system and guidelines for developing appropriate versions of forms and procedures described. Not designed to spoon feed solutions, the book leads the volunteer program manager through the steps necessary to create the system most appropriate for the agency.

Public Relations and Communications for Natural Resource Managers by Fazio and Gilbert.

Good for conservationists to learn about public information, education and communications.

Publicity for Volunteers: A Handbook by Virginia Bortin. 1981.

Makes clear the intricacies of publicity. Concise instructions for filling every publicity need, including more than 100 examples of press releases, captions, radio and television commercials, flyers, and newsletters.

Questions and Answers: Volunteering and the Education of Handicapped Children by Gene Hensley and Bobette W. Host, 1983.

* Provides basic information about volunteering in the area of handicapped children. Useful to both individuals and groups.

Reconsidering Legal Liability and Insurance for Nonprofit Organizations by Charles Robert Tremper, 1989.

* Provides up to date essential information for anyone interested in establishing appropriate legal liability, insurance and general risk management arrangements for nonprofit organizations and volunteers. Designed for readers at all levels, it is written in lay language with additional footnotes defining terms as well as elaborations on some points for more advanced readers. A must for staff or boards of nonprofit organizations.

Recruiting, Training and Motivating Volunteer Workers by Arthur R. Pell. Pilot Books, New York City, N.Y., 1972.

Vital information on where to find volunteers, how to attract them, how to motivate them, how to interview and select the right individuals and diplomatically reject those who don't fit in.

Recruiting Volunteers: Views, Techniques, and Comments.
National Center for Voluntary Action, Washington, D.C.

Recommended by U.S. Forest Service.

Risk Management: Strategies for Managing Volunteer Programs by Sarah Henson and Bruce Larson, 1988.

* A straightforward manual tells the director of a nonprofit organization everything about managing and lessening organizational risk, including information on special risks, legal agreements and contracts, bylaws, tax status, records. Includes forms, bibliography and glossary.

Skills for Leadership: Working with Volunteers by Emily Kittle Morrison, 1983.

* "A handbook for the typical volunteer", this book is filled with guides, checklists and key elements designed to help cope with the challenges of volunteering. Covers everything from effective meetings to leadership skills to problem solving and time management. Lots of immediately usable training and management tools and work sheets.

So You Want to Sponsor a Workshop...? by Anita Bradshaw, 1988.

* A guide to developing and managing local training events by one of the most experienced and successful conference planners in volunteering. Using her own experience at the national and state levels, Bradshaw shows you how to plan a successful training event, from site logistics to trainer negotiations to trouble shooting. Complete with forms to help you work your way through the process.

Special Events: Inside & Out: A 'How-To' Approach to Event Production, Marketing and Sponsorship by Robert Jackson and Steven Wood Schmader, 1990.

* Designed for everyone in the special events industry, this guide is innovative, comprehensive, creative and useful. It includes easy to use organizational systems, a comprehensive source index on potential event sponsors, a start to finish master plan, a guide to selling sponsorships, publicity strategies and much more.

Survival Skills for Managers by Marlene Wilson, 1981.

* The author uses her personal and professional experiences to provide a fresh, insightful approach to coping with the challenges and frustrations of today's workplace. She presents creative, positive ways to deal with the changing world of today's manager including sections on creativity - making people and programs come alive, problem solving, power and negotiations, and conflict, stress and time management.

Standards and Guidelines for the Field of Volunteerism edited by Ann Jacobson, 1979.

Designed as a tool for volunteer program managers, evaluators, and planners. Includes guidelines on such areas as program development, roles of volunteers, rights and responsibilities of volunteers and agencies, paid staff-volunteer relationships, financial management, record keeping, supervision, and many other administrative and programmatic components. It can be used as a program handbook and as a guide for developing an evaluation.

Step by Step: Management of the Volunteer Program in Agencies by Marie MacBride. The Volunteer Bureau of Bergen County, Hackensack, NJ., 1979.

A guide for agencies working with volunteers. This is particularly useful to new volunteer leaders and those who are creating programs for the first time within agencies. It includes "basics" on recruiting, interviewing, selection, and placement; orientation and training; retention; budgeting and funding; public relations; and is an excellent selection of sample forms which can be easily adapted to any agency setting.

The Charitable Impulse: Wealth and Social Conscience in Communities and Cultures Outside the United States by James A. Joseph, 1989.

* Written from an interesting perspective, this book provides overviews of motives for philanthropy (wealth and civic duty, religion, a quest for meaning and mixed motives or tainted generosity) through fascinating biographies of famous philanthropists from countries as diverse as England, India, Turkey and Saudi Arabia. The concluding chapters provide a solid look at the potential and limits of private generosity.

The Effective Management of Volunteer Programs by Marlene Wilson, 1976.

* This classic is an excellent resource and useful training tool, discussing current management theories on leadership, motivation, planning and evaluation, then applying them to tasks most often confronting the volunteer coordinator. It provides a solid understanding of how to approach job design, volunteer supervision, recruitment of professional volunteers and volunteer staff training.

The Effective Voluntary Board of Directors: What it is and How it Works by William R. Conrad and William E. Glenn. Volunteer, Boulder, CO., 1976.

Provides information on the delineation of administrative and managerial responsibilities. Combines systems concepts with how-to procedures adaptive to any situation.

The Good Heart Book: A guide to Volunteering by David E. Driver, 1989.

* The author simplifies the process of becoming a volunteer by providing a step by step plan for getting involved. He includes such practical information as determining which area to volunteer in, selecting an organization, whom to contact, how to fit the new commitment into a busy life and how to avoid typical frustrations and burnout. Includes a very helpful directory of human care organizations, both local and national.

The Great Trainer's Guide: How to Train (Almost) Anyone to Do (Almost) Anything! by Sue Vineyard, 1990.

* An easy to read practical guide for trainers, this book lists tips and how to information on what training is and is not, clients, the management process, roles, what to avoid, communication, adult learning styles, motivations and needs. It suggests training formats, methods and climate and discusses workshop planning, designing, execution, evaluation and problem trainees. Includes a section for independent trainers who want to start and manage their own business.

The Management Side of a Forest Service Sponsored Volunteer Program by Jerry Greer, District Ranger, Sandia Ranger District, Cibola National Forest, New Mexico. Available from U. S. Forest Service, Fort Collins, Colorado.

A detailed book about paper outlines and practical experiences of one ranger district in an extensive volunteer program. Recruitment, guidance, and general management of volunteers are discussed.

The New People Approach Handbook by Ivan Scheier. Yellowfire Press, Boulder, CO., 1981.

Development of systematic methods and strategies of "people approach" attitudes. Difference between listening to hopes, concerns, interests and telling people what they ought to think is outlined.

The 9 Keys to Successful Volunteer Programs by Kathleen Brown Fletcher, 1987.

* Designed around ideas, not formulas, this book discusses what makes a volunteer program work: good job design, staff commitment, well planned recruitment, careful screening and selection, appropriate training, good supervision by staff, appropriate surveillance by the volunteer program manager, and systematic evaluation. Includes useful lists and sample forms.

The Successful Volunteer Organization by Joan Flanagan. Contemporary Books, Inc., Chicago, Illinois, 1981.

* A comprehensive how-to manual for all nonprofit groups. Compiles the advice of many community leaders with organizational management assistance into a single format. Recommended for getting started, getting results, and getting organized.

The Third America: The Emergence of the Nonprofit Sector in the United States by Michael O'Neill, 1989.

* This book provides an up to date comprehensive examination of the nonprofit sector in the United States and reveals the enormous impact it has on American society, business, economics and government. It examines the subsectors of the nonprofit world, describing how each developed, what each must do to achieve its mission and meet its challenges, and how all types of organizations are working together to shape all aspects of American life.

The Volunteer Community by Eva Schindler-Rainman and Ronald Lippitt. The Center for a Volunteer Society, National Resources Center, 1971.

Practical suggestions about designs for action and opportunities for individuals and groups which want to creatively use human resources.

The Volunteer Skillsbank by Pat Saccomandi. Volunteer, Boulder, CO., 1981.

Outlines a practical and efficient system for identifying and utilizing individuals for short term assignments, according to skills and talents they wish to develop or utilize more fully.

Training Volunteer Leaders: A Handbook to Train Volunteers and Other Leaders. National Council of YMCA's, 1974.

Easy to follow manual provides a comprehensive training program for leaders of small groups. Subjects explored include feedback process, role playing, group climate, motivational forces, problem solving, self evaluation, and guidelines for change.

Volunteer Activities in Public Outdoor Recreation and Resource Management Areas by The Minnesota Planning Agency, Environmental Planning Division, 1979.

A study on the use of volunteers in state parks and other public facilities.

Volunteer Center Associate Member Directory. Dated annually.

* The most complete and up to date directory of Volunteer Centers nationwide. Updated annually, the "Directory" is a critical addition to the resources of any national organization, business or other groups interested in supporting volunteering.

Volunteer Development Handbook by T. Walley Williams, III. Appalachian Mountain Club, 1983.

Comprehensive handbook on volunteer development, including information on topics such as how do committees work, skills of the committee chair, committee assignments, personal skills of the volunteer, and recruiting volunteers.

Volunteer Recruiting and Retention: A Marketing Approach by Nancy Macduff, 1985.

* Designed for the managers of volunteer programs who may have skills in one aspect of volunteer management but realize they need a whole array of skills, this manual is divided into specific areas of volunteer program management including marketing, needs assessment, planning, developing job descriptions, advertising, training, motivation, supervision and much more.

Volunteering and Unemployment: A Special Report on the Flint Conference by Shirley Keller, 1984.

* Especially pertinent in today's changing business climate, with restructuring cutbacks and relocations, this report on the 1983 Unemployment Conference discusses strategies for ensuring benefits for unemployed people who wish to remain involved through volunteering.

Volunteers: How to Find Them, How to Keep Them by Mike Haines, 1989.

* An easy to read workbook full of ideas on how, when and where to recruit volunteers. This book is designed to be used either as a resource for a workshop or to be read on its own. It introduces the newcomer to volunteering in a series of creative exercises, which impart a full knowledge of volunteer recruitment as well as the basics of volunteer management.

Volunteers in Action by Brian O'Connell and Ann B. O'Connell, 1989.

* This book is a must for anyone who trains, speaks or writes on volunteering or volunteer management. It brings together a comprehensive look at hundreds of volunteers and volunteer efforts in a very readable format, providing endless anecdotes and illustrations for speeches and papers. Organized by volunteer activity such as serving those in need, advocating and empowering and exercising religious belief.

Volunteers in the Parks: Getting the Most Out of Your Parks Volunteer Program by National Park Service. Available from and National Park Service, Western Regional Office, San Francisco, California.

Volunteers Today: Finding, Training and Working With Them by Harriet H. Naylor Dryden Associates, Dryden, N.Y., 1973.

This book is for sound principles and practices for administrators, executives, and professionals are presented in this comprehensive, technical book. Aiming to unlock volunteer potential and explore new forms of participation, this book is useful for all who work in the helping professions. Each chapter will provide you with basic aspects for creating effectiveness and satisfaction. Topics include: trends in administrative volunteering, volunteer staff work patterns, motivation, clues for volunteer assignments, designing training events, and numerous useful diagrams and forms. This book is considered a "classic".

We Can't Keep Meeting Like This! A Guide to More Effective Meetings by Jane Justis, 1990.

* This guide examines preparation, agenda, climate, roles and types of meetings. It concludes with concrete suggestions for implementing good meeting practices. A must for every group that has too many or ineffective meetings.

We Interrupt This Program...A Citizen's Guide to Using the Media for Social Change by Robbie Gordon, 1978.

Collection of techniques, exercises, sample flyers and ads, graphics, press releases and public service announcements that explains strategies for all types of effective media usage.

Welty's Book of Procedures for Meetings, Boards, Committees, and Officers by Joel David Welty. Caroline House Publishers, Inc., 1982.

For decision-making processes used specifically by community groups of all kinds. Techniques that can be used in your organization to clarify relationships, encourage effective participation, minimize and resolve conflicts, and make your board effective and decisive.

Winning with Staff by Ivan Scheier. National Information Center of Volunteerism (now Volunteer), 1978.

Looks at how to encourage paid staff to work with and support the efforts of volunteers. It examines some basic assumptions about why paid staff are often un-supportive or actively hostile and comes up with some strategies for dealing with staff resistance.

Working with U.S. Forest Service Volunteer. The Human Resources Programs Staff, U.S. Forest Service, Washington, D.C., 1982.

This is a guidebook to help increase the productive utilization of volunteers by the U.S. Forest Service. It identifies benefits and costs, specific ways to become more effective volunteer managers, and provides examples of volunteer use that can further program objectives.

You and Your Volunteers: A Partnership That Works. State of New York, Department of Social Welfare, Albany, NY, 1967.

This is highly recommended by University of Oregon.

You Can Be A leader: A Guide for Developing Leadership Skills by Candace Goode Vick, 1989.

* This self help book presents a common sense approach to leadership. Based on the premise that leadership is learned, not inherited, the book is divided into two main parts: an introduction to basic leadership concepts and skills and learning leadership through volunteering. Based on the writings of Ben Solomon and first published in 1981.

You Can Make A Difference: Helping Others and Yourself Through Volunteering by Marlene Wilson, 1990.

* Taking a practical approach that is perfect for anyone who wants to take a step toward a more satisfying life, Marlene Wilson presents a "blueprint of change" that is easy to understand and easy to implement. The book provides guidance on choosing volunteer activities best suited to the reader's talents and interests. It also shows how to use volunteering as a way to learn new skills and reveals the secrets of getting more accomplished each day.